

Response to Written Inquiries Regarding RFP#5 “Visitation Services for Rapid City Child Protection Services”

Please define the term *observation* as used in 3.1.1(E). Does “observation of the visitation” require the supervisor to be physically in the room during the visitation?

3.1.1 D states the Offeror will provide audio/visual recordings of the visitations. Providing for the observation of the visit as it is occurring as stated in 3.1.1 E is the other component of the visitation. The Offeror must have the ability to watch the visit as it is occurring, either on a monitor or through a one-way window. There is no expectation that the supervisor would be physically in the room during the visitation unless it was necessary to intervene to stop the visit or caution the caretakers about their behavior.

What are the specific expectations of the Division of Child Protection Services referenced in 3.1.2(C)? All staff providing supervision of visits must have an understanding of what would constitute unsafe or abusive behavior during a visit. The Division of Child Protection Services employees will provide a referral to the visitation center outlining specific concerns for each case and will provide details surrounding what behaviors the staff would need to be aware of during supervised visitations. In addition to any case specific details provided, the visitation center staff must be able to recognize when a situation is becoming unsafe or abusive and intervene to stop the visitation if necessary. Staff will also be considered mandated reporters and must report any allegations of abuse or neglect they observe or learn about through the supervision of visits.

Please provide examples of the types of technology that need to be available to employees for communication in 3.1.2(E). Will an office telephone, computer with email capability, and Post Office address satisfy this requirement?

Visitation center staff must have the ability to receive calls from families and Child Protection Services to assist in scheduling, as well as have the ability to place calls to Child Protection Services to provide updates or to call Child Protection Services if an emergent situation arises during visitation. Narratives must be typed and emailed to Child Protection Services after each visit. DVD’s may need to be mailed to outlying offices, if requested.

Does the Offeror have to provide a sliding fee scale according to the client’s income? How is the hourly rate of payment to be determined?

Child Protection Services does not require a sliding fee scale. Child Protection Services establishes a standard hourly rate with the contractor that is paid regardless of the families’ income.

Is there a systems requirement in 3.2.2 that the Offeror must use for its billing and visit documentation? What are the preferred systems? The Offeror intends to use Microsoft Excel for billing and Microsoft Word and a “Visit Manager” database provided by the Supervised Visitation Network to document visits, will these systems be adequate?

A specific system is not required. The expectation is that the billing be in a professional business format meeting the requirements specified in 3.2.2. Excel and Microsoft Word work well, but are not required if there are other options that would work equally well. Upon the contract being awarded, more specific details will be provided regarding billing documentation.

What type of information should be included when detailing the program's background in 4.1(1)?

It would be helpful for the Offeror to provide information regarding when the company or organization was formed and any other pertinent information regarding background.

What type of information should be included in 4.1(3)? Does "service area" refer to the geographical/demographics service area or type of areas of service provided to/for parents?

Service area refers to geographical service area (in this case, Rapid City and the surrounding area).

In responding to 4.1(4), should the Offeror include experience gained from training employees and children in other work setting? Would "technical assistance" provided to families include legal assistance provided by a family law attorney to families. Please provide examples of acceptable forms of work experience training and/or providing technical assistance to families?

Yes, experiences in other work settings should be included. The examples mentioned within this question are within the scope of technical assistance. However, there could be many other types of training or technical assistance and the Offeror should list any experience of this nature they believe would fall into this category.

Please define the term *special project constraints* as used in 4.1(5) and provide examples of possible special project constraints. What if you are a new organization and do not have a proven history of handling special project constraints? Is this a necessary requirement of the application?

New organizations that have not provided the services covered in this RFP may speak to any project constraints they may have experienced within the scope of their usual or prior business experience. Special project constraints would be any situation that came up outside the expectations held at the beginning of the project. This could be related to staffing, budget, deadlines, or any number of other issues. This section also asks for the Offeror to address any special constraints anticipated in this project (the visitation center) and how the Offeror anticipates handling the constraints. If the Offeror does not anticipate any special constraints, then the Offeror should state this. If the Offeror has no prior experience of any type where any special constraints were encountered, then the Offeror should state this.

Please explain what "availability within the project locale" as used in 4.1(6) means.

This refers to the ability to provide services within the geographical area. As this is a visitation center for a specific area of the state, the Offeror should indicate where the visitation center will be physically located or if not located within the specific area, how they would anticipate providing the needed services.

What if the organization is new and does not have any independently audited financial statements? In 4.3, what is meant by "most recent independently audited financial statements"? What financial documents are required to be submitted by an Offeror whose visitation facility would be a newly established organization and who does not have an independently audited financial statement?

If the offeror is unable to provide the most recent independently audited financial statements, please provide an explanation why it is unable to do so.

Section 4.4 requests information regarding previous and current service/contracts performed by the Offeror's organization which is similar to the requirements of this RFP, what if the Offeror is just starting its services and has no previous or current service/contracts? Is this a necessary requirement of the application?

If the Offeror has no previous experience, the proposal will still be considered but the Offeror should state they have no previous experience in their response.

Section 5.1.1 requires the Offeror to provide one copy of its proposal in PDF electronic format. Does the PDF format need to be in "edit capable" format or will scanning the proposal/attachments to a PDF document, saving such document on a CD and mailing the CD with the hard copies suffice? Is there a preferred way for the Offeror to send the PDF electronic format?

The required PDF digital version of the proposal and all attachments need not be edit capable. The preferred medium is USB flash drive.

Is there a preferred safeguard to avoid a conflict of interest if a director or staff person is also a practicing family law attorney in the service area?

This may be an example of a special project constraint. The Offeror would need to provide details in their proposal regarding how this conflict would be addressed for families referred for visitation services if the law firm is providing legal services to any member of that family.

In Attachment B, what are Professional Fees and Contract Services?

This would be any costs the Offeror anticipates incurring if consultation with a professional consultant or other contracted services are required as part of doing business.

Is the Offeror requesting a "total funding amount" based on the Offeror's operating costs, such as attachment B would suggest or is the Offeror paid monthly according to the amount of hours billed to Child Protective Services?

The Offeror is paid monthly according to the amount of hours billed to Child Protection Services based on the contracted hourly rate. Attachment B is provided for purposes of providing consistency among Offerors in their responses to Section 7.0.

What is the maximum amount of the contract to be awarded?

Currently the contract is \$30,000 per State Fiscal Year. It is noted State Fiscal Year 2015 began June 1, 2014 and will end May 31, 2015.

What is the anticipated starting date of the contract?

The anticipated award date is September 5, 2014. A start date would be negotiated based on the length of time needed by the Offeror to prepare the facility and staff to provide services.

Will training be offered by the Division of Child Protection Services for the successful Provider and their staff?

The Division of Child Protection Services will provide training on recognizing abuse/neglect and mandated reporting. Training regarding expectations for supervision, intervention, and documentation would also be offered.

Will an Offeror's proposal be considered if the Offeror does not have at least three previous and current service/contracts performed by the Offeror's organization which are similar to the requirements of this RFP?

Yes, it will be considered. The Offeror should state they have no previous experience in their response.

Is an Offeror required to have audio/visual recording capability prior to the Offeror being awarded a contract?

The Offeror is required to provide a description of the equipment they will purchase if awarded the contract.

Will the state reimburse the contracted provider for the start-up costs (i.e. Purchase of monitoring equipment, computers, structural modifications)?

No.

The RFP indicates that insurance vehicle costs are to be included in the proposal. And Attachment A indicates that verification of Business Automobile Liability Insurance will be required. Is there a requirement/expectation that the Provider and their staff do transports for visitations?

The Offeror will not be providing transportation for children in the Division of Child Protection Services custody or their families.

Will the contract provide for monthly billing and payment of personnel, consultant and operating costs (or a portion thereof) in addition to payment for actual hours of supervised visitations and orientations?

No. The expenses incurred in the scope of doing business would be covered through the hours billed for visitations and orientations.

Is it an option to utilize the visitation rooms currently available within the Rapid City Child Protection Office? No. Rapid City Division of Child Protection Services staff will need to have these rooms available for visits occurring above and beyond the visits that will occur at a visitation center.